



Welcome to the Screen Name Service

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**1. What is a Screen Name?**

A Screen Name is the online identity by which you are known to everyone who uses the Screen Name Service, AOL Instant Messenger, AOL, CompuServe 2000 and other services. A Screen Name should be between 3 and 16 characters in length using letters, numbers and spaces. Screen Names must begin with a letter.

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**2. What is the Screen Name Service?**

The Screen Name Service is a FREE service which allows anyone with a Screen Name to easily and securely register at a variety of Web sites. This will eliminate the need to remember multiple names and passwords for all the places you visit on the Web. More and more sites are now accepting Screen Names. Come back regularly to find out which sites have joined the Screen Name Service.

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**3. Do I have a Screen Name?**

If you are an existing member of AOL, AOL Instant Messenger, CompuServe 2000, Netscape or AOL Anywhere services such as My Calendar or AOL Hometown, you can use the Screen Name Service now. Simply type in the same Screen Name and password that you use for any of the above services. [Choose another help topic](#)

**4. My Screen Name and password don't work.**

If you are having problems signing in, please be sure that:

- o You have a valid Screen Name.
- o You have entered your Screen Name correctly.
- o You have entered the password correctly. Remember

that your password is case sensitive.  
If you are still having problems, you may not have the correct password. Please see the next section.

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**5. I forgot my password.**

If you do not know the correct password for your Screen Name, we can help you.

Here's what to do:

- AOL Members: Call 0800 376 5432 to get a new password
- Web users: Click the 'I forgot my password' link on the 'Sign In' screen. This will take you to the 'Forgot Password' screen. Enter your Screen Name and click 'Submit'. You will shortly receive your password via email from the Screen Name Service to the email address that you provided when you created your Screen Name.

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**6. How do I get a free Screen Name?**

If you don't have a Screen Name yet, it only takes a couple minutes to get one for free. Click on the 'Get one FreeGet One Free!' link on the 'Sign In' page and follow these easy instructions.

Tip: First, enter the Screen Name that you would like. Your Screen Name must always start with a letter and be at least 3 characters long. We recommend picking a name that is unique to you. For example, combine some part (or parts) of your name, words related to your home town, favourite team, sport, hobby, profession, etc. Here are some examples:

Lilkid65  
Joe2Doe  
Jacksmith25

If your desired Screen Name is already taken, don't worry. We can recommend one for you or you can try another one. If you would like us to recommend one, enter some words that describe you (e.g. your name, your hobbies, your occupation, your favourite sports team) and then click 'Next'. Then choose the name you want. You can also see even more choices based on your words or change the words you supplied to us. Remember your password and guard it as you would the pin number to your cash point card. You will receive an email confirming your Screen Name, which you should reply to it within 48 hours of receipt to obtain full access to your favourite services. [Choose another help topic](#)

**7. How do I change my password?**

You can change your password by doing the following

AOL Members:

- Sign onto AOL using your Screen Name and password.
- Go to AOL Keyword: Password.
- Click on 'Change Password' and enter your current password once and your new password twice.
- Click on the 'Change Password' when you are finished to save the changes.

Web users:

- o Sign-in to the AIM client using your Screen Name and password.
- o Click on the 'My AIM' on the menu and choose 'Edit Options - Change Password'
- o An input screen appears that prompts you to type in the current password once and the new password twice.
- o Update the password in this screen and click 'OK' when you have finished to save the changes.

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#### 8. How do I sign into another Web site?

Whenever you want to sign into a Web site or service, look for the 'Screen Name Sign-In' button and click on it.



(Netscape or Internet Explorer users only: If you have not yet signed in with your Screen Name and password, you will need to do so first.) You may be prompted to confirm that you want to sign into that Web site. If you wish to avoid that confirmation in the future, simply check the 'Don't show me the page again' check box on the page. When you sign into a site, your Screen Name is sent to the site so that it remembers you while you are visiting. Once you are finished browsing the Web, click 'Screen Name Sign-Out' to sign out of all the places you visited using the Screen Name Service.

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#### 9. What does 'Remember Me' mean?

When you sign in using your Screen Name and password, your browser can remember this information. Check the box and you will not have to sign in each time you come back to the same site. For your convenience, this option keeps you signed in to the site at all times from the computer you are using even if you disconnect from the Internet, close your browser, or turn off the computer. That means you can choose to sign in to any participating site with one click, without having to retype your Screen Name and password.

##### a. Should I check this option or not?

If you are concerned that other people might accidentally see your personalised pages, do not check the 'Remember Me' box. Be sure to close your browser or click 'Screen Name Sign-Out' when you leave your computer. This will ensure the service will ask for your Screen Name and password the next time you access the site. If you use a shared computer (in a library, internet cafe, university, airport or kiosk) please DO NOT check the 'Remember Me' checkbox.

##### b. What if I change my mind?

You can always sign out of the Screen Name Service at any time by clicking the 'Sign-Out' button on each site within the network. Once you have signed out, you can sign in again and choose whether your browser 'remembers you' or not.

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#### 10. Why is my Screen Name recognised?

Your Screen Name will be recognised by the Screen Name

Service if you do not click on the 'Screen Name Sign-Out' button upon leaving the Web site or do not close your Web browser completely. The next time you visit any site in the Screen Name Service Network you will be recognised by your Screen Name and will be asked to enter your password. If the Screen Name you are greeted with is not yours, please click on the 'Sign In with a different Screen Name' and you will be taken to the 'Sign In' screen where you should enter both your Screen Name and password.

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#### 11. How do I register for another Web site?

Sometimes the site you are signing into will request some additional information about you. Any additional information you provide while using the Screen Name Service is voluntary. When you provide such information, it will be stored by AOL and shared with participating Web sites only with your explicit permission for each site. You can choose which information fields, for example name and address, you want to share with each participating site (although some sites may require certain information for registration). You are encouraged to read the privacy policy of the site you are visiting to understand what it plans to do with the information it gathers from you.

The data that appears in the fields comes from My Profile, which is used to help you register at various sites. My Profile information is never shared with another site without your permission. Its purpose is to save you time when you go from site to site.

If you wish to save a particular piece of information for future use, simply leave the 'Save' box for that piece of information checked. When you have completed the form, click on the 'Next' button.

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#### 12. How do I sign out of Web sites?

When you are finished browsing Web sites, look for a 'Screen Name Sign-Out' button.



When you click on this button, you are signed out of the Screen Name Service. Be sure to look for a pop-up screen that confirms that you have signed out. To be sure that sensitive information about you does not stay in memory, close AOL, CompuServe, Netscape and Internet Explorer completely before leaving the computer. You will be still signed into sites where you chose to be remembered. In order to sign out of those sites you need to go to the site and click the 'Screen Name Sign-Out' button.

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#### 13. What is My Profile?

My Profile is your private store of personal information, used to make registering at Web sites simple and secure. When you register at a participating Web site using the Screen Name Service, you have the opportunity to choose which fields of information stored by AOL you would like to share with that site. No information will be shared with any Web site without your explicit permission.

When you agree to share certain information with a participating site, that information is conveyed to the Web site

at which you are registering. Use of that information by the Web site is covered by the privacy policy of that site. We strongly encourage you to review the privacy policy of each site before you register. To help you do so, AOL provides a link to partner privacy policies on the Service registration page for each participating site. AOL has no control over, or responsibility for, the use of information that has been voluntarily shared with a participating site.

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#### **14. What is My Site List?**

The My Site List is a great way to manage your information as it shows you which sites you have registered with using the Screen Name Service.

At the My Site List:

- You can decide if you would like to be signed into the site without being prompted with the 'Confirm Sign-In' screen.
- You can decide if the site should be updated with information if My Profile changes.
- You can choose the 'Remember Me' option if offered by the partner site.

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#### **15. What is Confirm Sign-In?**

The 'Confirm Sign-In' screen enables you to control which partner sites you share your information with. This screen is only visible at partner sites within Screen Name Service that require this option. If you do not want to see the 'Confirm Sign-In' screen for the particular partner site click the 'Screen Name Sign-In' button and you will not see the 'Confirm Sign-In' screen again on that site. If **you want** to be prompted every time to Confirm Sign-in, please uncheck the choice of 'Don't show me the page again' and you will see the 'Confirm Sign-In' screen every time you come back to the partner.

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#### **16. Why do I have different information?**

My Profile and the site you are visiting may have different information if you've changed your personal information at either site recently. When that situation arises, you are presented with a choice to determine which information should be stored in My Profile and which information the site should know about you. Simply select the set of information that is correct and click 'Use This'. If you want tighter control over which personal information is stored at each site, you can click the 'More Options' link.

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#### **17. What should I do if I cannot sign in because the page is 'looping' (not going anywhere)?**

- During looping, hit the Stop button in your browser.
- Make sure your browser is set to 'Accept All Cookies'.
- Make sure you remove the following two domains from your 'Cookied Sites' list: my.screenname.aol.com and the domain you are trying to log in to. (This list is available by clicking the 'View Stored Cookies' button.)
- Make sure JavaScript is enabled in your browser.
- If your browser supports P3P privacy settings (for example, Internet Explorer 6.0 or Netscape 7.0), make sure your P3P setting is medium or low (not high).

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**18. What should I do if my password is not working?**

- If you are an AOL user, make sure you use the password associated with your AOL account. It is possible to have different passwords for the same Screen Name (for example, one password for AIM and another for AOL).
- If you do not know your password, see '[I forgot my password](#)'.

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